

ES4000

EMAIL APPLIANCE

SETUP GUIDE

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- 3 CABLING THE APPLIANCE
- 4 SOFTWARE/NETWORK SETUP
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CAUTION

! This appliance is intended for installation in restricted areas only. Initial setup and maintenance should be performed by qualified personnel.

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! Required operating conditions for the appliance are -
Temperature: 10 to 35°C.
Humidity, non-condensing: 5 to 80%.

• • • • •

! Install and operate the appliance in a compatible rack only. Any other type of installation or use is not supported.

• • • • •

! To prevent the unit from overheating, never install the appliance in an enclosed rack or a room that is not properly ventilated or cooled. For proper airflow, keep the front and back sides of the appliance clear of obstructions and away from the exhaust of other equipment.

• • • • •

! Electrostatic Discharge (ESD) precautions are required before handling the appliance. Wear a wrist strap with an appropriate ground connection.

• • • • •

! Power down the appliance by removing the bezel and pressing the power button. The appliance will safely shut down its software and the fans will stop. Remove the power cords before servicing the unit.

• • • • •

! Failure to properly ground the appliance, either by circumventing the 3-wire grounding-type plug or by using a power outlet that is improperly grounded, can create a potentially hazardous electrical situation.

• • • • •

! Do not use mats designed to decrease static electrical discharge as protection from electrical shock. Use only mats that have been specifically designed as electrical insulators.

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! There is a danger of explosion if the battery is replaced incorrectly. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the battery manufacturer's instructions. To ensure proper replacement of the battery, contact technical support.

1 PREPARATION



NOTE: Make sure you have a laptop or PC that can be connected to the rear of this appliance in steps 3 and 4 to complete ES4000 configuration.

Unpacking the Appliance

Ensure that the ship kit includes two power cords, the correct number of screws and cage nuts (pictured below), and the 19-inch and telco-style rack rail assemblies (described below).


19-inch rack screws and cage nuts


(Eight) M6 x 12
Flat head screws


(Two) M6 x 20
Pan head screws


(Ten) M6 Cage nuts

Telco-style rack screws


(Two) 10-32 x 3/4"
Truss head screws


(Twelve) M4 x 4
Truss head screws

Note: The screws required to attach the assembled rails to a telco-style rack are **not** included.

19-inch rack assembly consists of:

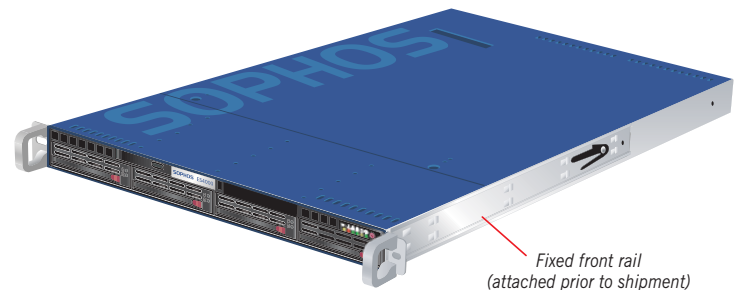
- (Two) long rails that attach directly to the rack.
- (Two) medium-sized adjustable brackets that attach to the long rails.

The telco-style rack assembly consists of:

- (Two) long rails.
- (Six) short rack brackets that attach to the long rails. Two of these brackets have threaded holes for securing the appliance in the rack.

19-inch and telco-style rack assemblies both include:

- Two fixed front chassis rails that come attached to the appliance.



Setup Location

- Choose a setup location with proper temperature control and adequate floor loading capacity for the current installation and for future growth.
- Install in or near appropriate AC outlets and Ethernet hubs or individual jacks (10/100 Base-T cables cannot be longer than 100 meters).
- Leave enough clearance, 65 cm (25 inches) in the front, and 75 cm (30 inches) in the back of the rack to provide access to appliance components and allow for sufficient airflow.
- Make sure you have a laptop or PC that can later be connected to the rear of the appliance to complete ES4000 configuration.

Rack and Appliance Precautions

- ALL RACKS MUST BE MOUNTED SECURELY. Ensure that all leveling jacks or stabilizers are properly attached to the rack. If installing multiple appliances in a rack, make sure the overall loading for each branch circuit does not exceed the rated capacity.
- Do not slide more than one appliance out from the rack at a time. Extending more than one appliance at a time may result in the rack becoming unstable. Install your appliance in the lower part of the rack for improved weight distribution and easier access to appliance components.
- Allow the hot plug SCSI drives and power supply units to cool before touching them.
- Always keep the rack's front door and all panels and components on the appliances closed when not servicing to maintain proper cooling.

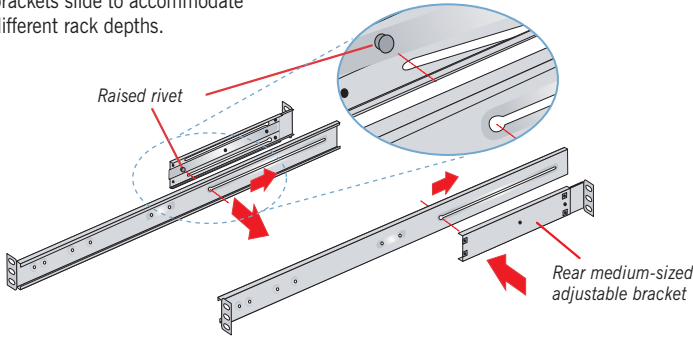
NOTE: The following installation procedures: **2a, 19-inch Width Rack** and **2b, Telco-Style Rack** are for use with the rails provided in your ship kit. Follow the instructions in either **2a** or **2b**, depending on the rack you are using.

If a different style of rails is used, refer to the instructions provided with that rail's ship kit. You should also refer to the instructions that came with the rack you are using.

2a 19-INCH WIDTH RACK INSTALLATION

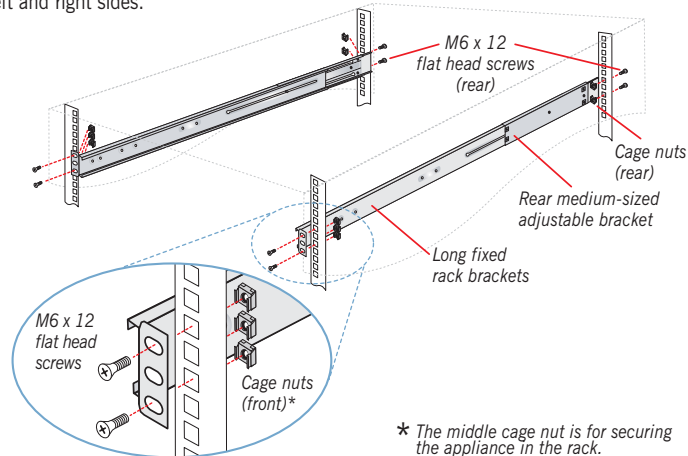
Step 1 (19-inch width rack)

- Locate the two long rack rails and the two medium-sized adjustable brackets. Attach each adjustable bracket to its matching long rail by inserting the raised rivet on the medium-sized bracket into the round opening at the front of the long rail. Slide the adjustable bracket backward to keep the two pieces from coming apart. The brackets slide to accommodate different rack depths.



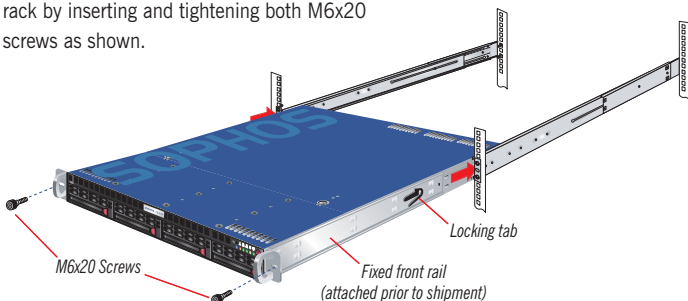
Step 2 (19-inch width rack)

- Attach the two rail assemblies to the 19-inch rack. The medium-sized brackets are attached to the two rear posts. Mount the rails in the front by attaching two M6x12 screws and three cage nuts as shown (the third cage nut is used in Step 3 to secure the appliance in the rack). Mount the rails in the back by attaching two M6x12 screws and two cage nuts for each post as shown. Make sure the rail assemblies are properly aligned at the front and back and are level in height on the left and right sides.



Step 3 (19-inch width rack)

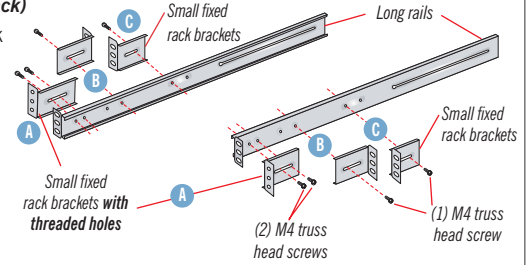
- Align the fixed chassis rails on the appliance with the fixed rack rails as shown. Carefully slide the appliance into the rack rails until you hear the rails click into place. Push the appliance all the way back into the rack until it stops. Secure the unit in the rack by inserting and tightening both M6x20 screws as shown.



2b TELCO-STYLE RACK INSTALLATION

Step 1 (telco-style rack)

- Locate the two long rack rails and the six short brackets.



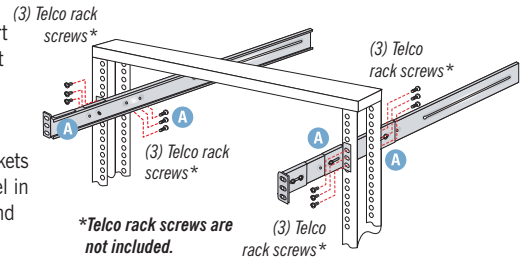
- Securely attach the short brackets with the threaded holes to the front of each long rack rail as shown. Use two M4 truss head screws for each bracket.
- Loosely attach one set of the non-threaded brackets to the long rails using one M4 truss head screw for each bracket as shown (you will tighten them in Step 2). These brackets are attached with the three-hole tab toward the rear of the long rail in preparation for attachment to the front of the rack.
- Loosely attach the remaining set of non-threaded brackets to the long rails using one M4 truss head screw for each bracket as shown (you will tighten them in Step 2). These brackets are attached with the three-hole tab toward the front in preparation for attachment to the back of the rack.

Step 2 (telco-style rack)

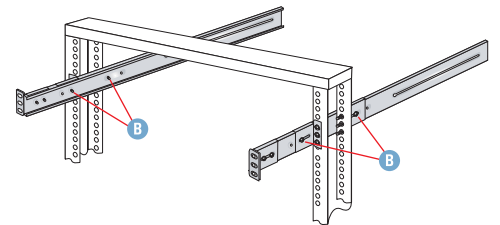
- Attach the rail assemblies to the rack using a total of 12 screws.

Note: The screws required to attach the assemblies to a telco-style rack are not included.

- Attach the four short brackets to the front and back of the telco-style rack as shown and tighten. Make sure the brackets are aligned and level in height on the left and right sides.



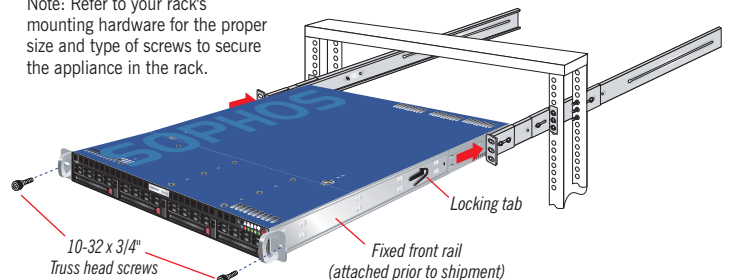
- Tighten each of the screws that were used to attach the four short brackets to the long rack rail in Step 1.



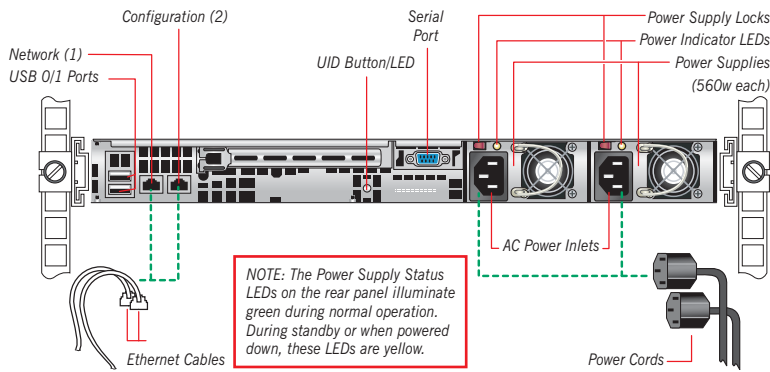
Step 3 (telco-style rack)

- Align the fixed chassis rails on the appliance with the fixed rack rails attached to the rack. Carefully slide the appliance into the rack until you hear the rails click into place. Push the appliance all the way back into the rack until it stops. Secure the appliance in the rack using two 10-32x3/4" truss head screws and two cage nuts. Attach the screws and nuts to the center hole of each three-hole tab.

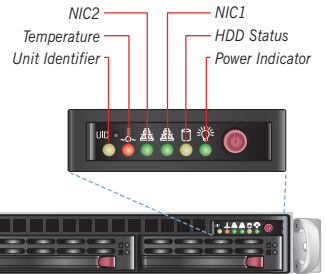
Note: Refer to your rack's mounting hardware for the proper size and type of screws to secure the appliance in the rack.



3 CABLING THE APPLIANCE



1. Connect both of the power cords to the AC inlets. Preferably, connect the cords to AC outlets on separate circuits.
2. Connect the Network Interface (1) to your LAN.
3. Temporarily connect the Internal Configuration Interface (2) to your laptop using either an Ethernet cable or a crossover network cable.
4. Press the power button to the right of the LEDs on the front of the unit.



4 SOFTWARE/NETWORK SETUP

Step 1 (Configure port access)

The ES4000 uses specific ports for internal and external connections. Configure your network to allow access on the ports listed below.

External Connections

Port	Service	Connection	Purpose
25	smtp	Internet to Appliance	Unfiltered email enters the network
25	smtp	Appliance to Internet	Mail leaves the network
22	ssh	Appliance to esa-ssh.sophos.com	Remote assistance
80	http	Appliance to Internet	Software downloads
443	https	Appliance to esa-reg.sophos.com	Registration
123	ntp	Appliance to pool.ntp.org	[UDP] clock synchronization

Internal Connections

Port	Service	Connection	Purpose
25	smtp	Appliance to LAN	Mail to internal MTA
389	ldap	Appliance to LAN	Active Directory integration
3268	ldap	Appliance to LAN	Global Directory queries
53	dns	Appliance to LAN	[UDP] DNS queries
20,21	ftp	Appliance to LAN	Backups
25	smtp	LAN to Appliance	Mail from the internal MTA
18080	https	LAN to Appliance	Admin Interface
443	https	LAN to Appliance	End User Web Interface

Step 2 (Configure ES4000 settings)

To configure your ES4000, you will need the following:

- Activation code from Sophos (required to register the ES4000)
- IP address and fully qualified domain name for the ES4000
- IP address of the default gateway
- IP addresses of DNS servers
- Hostnames and DNS types for internal mail delivery servers
- Domains for which the ES4000 accepts mail
- IP addresses or hostnames of mail relays allowed to relay outbound mail through the ES4000
- [Optional] Active Directory information (server, port, etc)

1. On your laptop, set the subnet mask to 255.255.255.0 and the IP address to 172.24.24.1
2. Using a supported browser, connect to <https://172.24.24.172>
You may need to add this address to Internet Explorer's Trusted Sites.
When prompted, accept the invalid certificate.
3. Use the Configuration Wizard to set up your ES4000

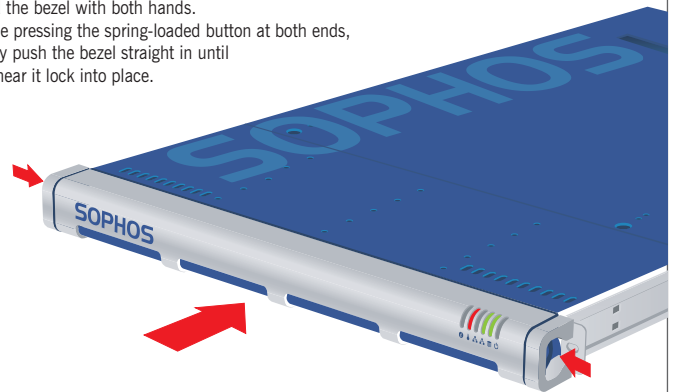
Note: On the **Network Interface** page of the Configuration Wizard, the **Speed** option is set to **Auto** by default. If selecting another setting from the drop-down list, it must match the speed of your managed switch for the ES4000 to operate correctly.

4. Disconnect the Ethernet or crossover cable from the Internal Configuration Interface (2).

Note: After setup is complete, administer your appliance via a web browser at <https://<Your-Hostname-or-IP>:18080>

5 MOUNTING THE BEZEL

1. Hold the bezel with both hands.
2. While pressing the spring-loaded button at both ends, gently push the bezel straight in until you hear it lock into place.



To remove the bezel, press the buttons at both ends, and slide the bezel straight out.

FCC Notice

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. No Telecommunications Network Voltage (TNV)-connected PCBs shall be installed. This class A digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

CE Mark Warning

This is a Class A product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

VCCI Warning

This is a product of VCCI Class A Compliance.

注意

この装置は、情報処理装置等電波障害自主規制協議会 (VCCI) の基準に基づく第一種情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。



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